DENIS COUTO
Senior Systems and Cloud Engineer

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Experienced engineer with more than two decades in the field. Experienced in planning, deploying, support, maintenance, and technical delivery in enterprise environments.

Working on small business to large and complex multinational environments using all sorts of solution stacks from Microsoft (On-Prem and Azure), VMware, Citrix, Redhat and others.

Skills & Expertise

- Extensive knowledge of Microsoft Stack (on-prem and Azure).
- Solid knowledge of PowerShell.
- Solid knowledge in automation tools such as Terraform, Bicep and Ansible.

- Solid knowledge of Linux administration.
- Solid understanding of CI/CD, containers, and tools such as Azure DevOps, Octopus Deploy, Kubernetes.

Certifications

Azure: DevOps Expert
Azure: Administrator Associate
MCSE: Cloud Platform and Infrastructure

CCA-V: Citrix Certified Associate-Virtualization
CC-VAD-CC: Citrix CVAD Service on Citrix Cloud

Professional Experience

Duosystem, São Paulo, Brazil   **2023 - Present**
SRE / Cloud Architect

Working on the Cloud Architecture team, I have been helping the company to solidify their path into Cloud, especially Azure, establishing standards and governance to achieve solid long-term results.

To this point, collectively I was able to:

- Assess the company's cloud footprint, which led to:
    - Bring costs down about 30%/year by eliminating shadow IT, orphan resources, deprecated resources, establishing common SKU for similar workloads, consolidating workloads in the cloud and back on-prem where required.
- Architect and deploy Cloud Ingress based on Azure Front Door, Application gateway and WAF to deliver applications hosted in Azure and on-prem, which brought in:
    - Increased application reliability.
    - Secure application delivery.
    - Higher performance due to caching.
- Consolidate 3rd party app authentication using SSO with Azure Entra ID, which helped with:
    - Ease the onboarding/offboarding process.
    - Secure company's data against data exfiltration.
- Plan, migrate and operate a company's internal product hosted on AWS to Azure, running on top of Azure Kubernetes and Azure Functions on a Hub&Spoke architecture, which led to:
    - Consolidation of sparse unmanaged workloads under one governed Cloud.
    - Set the standard on how the company orchestrate containers.
    - Ramping up teams' technical knowledge.
- Led sessions with US based Microsoft Fast Track team, to help the team get insights from the best practices to design the modernization of the main company product.
- Plan the company's strategy for monitoring and observability using Azure Application Insights.
- Architect End-to-End governance over Azure DevOps.
- Write and troubleshoot Azure DevOps Pipelines for App and IAC deployments.
- Write and troubleshoot Terraform code for IAC deployment in Azure.

- Knowledge sharing of new standards and ways of doing Cloud infrastructure through brown bag sessions, Wiki articles on Azure DevOps and writing Standard Operating Procedures (SOP);
- Day to day Cloud operations.

#Azure #Archicture #Engineering #DevOps #Kubernetes #Terraform

Citrix Systems, Dublin, Ireland   **2018 - 2022**
Senior Escalation Engineer

Working in the EMEA Escalation team, I provide analysis of complex problems in a 24x7 follow the sun support environment.

In-Depth knowledge of *Citrix DaaS* and Citrix Cloud, leverage debugging techniques to manage high severity cases which can be politically or technically challenging daily.

Day to day goes through SysInternals tools, PowerShell, Splunk, Azure, code review on Sourcegraph and Bitbucket, memory dump analysis with WinDBG, trace analysis with Baregrep, engaging Engineering for further troubleshooting through Jira and Slack.

I delivered some training sessions to Frontline engineers on how to leverage PowerShell console during troubleshooting sessions with customers to act quickly and effectively while assessing the customer issue.

#Citrix #DaaS #Azure #Identity #Engineering #Debugging #Splunk #Powershell

Ergo Group, Dublin, Ireland   **2015 - 2018**
Level 3 Support Engineer

Working on escalation and on BAU tasks for several customers (Aercap, CIE, Goshawk, AerLingus, Dunbia and many others) managing a variety of products and services, such as: Windows Server (2008 to 2016), Linux (Ubuntu, CentOS), Azure, Office 365, Hyper-V, VMware ESXi, Netscaler, Xenapp, MS RDS, Exchange, System Center and others.

Also worked on a dedicated team for a single customer where beyond the daily operational tasks I had the opportunity to automate a series of tasks through PowerShell using functions and modules that helped to:
- Finding details of servers combining data from AD, Solarwinds and VMware.
- Finding and gather details of SQL Server databases an SQL Server instances.
- Syncing employee's photos in Active Directory for later use in Skype and other platforms.
- Wrapping APIs to better integration between LOB applications.
- Backing up, encrypting SQL Databases and securely sharing with 3rd party vendor.

For this same customer I was responsible for their continuous deploy environment based on *Octopus Deploy*, orchestrating with a 3rd party vendor the deployment of their main application throughout Test/UAT/PROD environments and making sure those environments were in sync regarding their data.

I was also engaged on the planning phase to bring their custom intranet web site to Gitlab and enable their 3rd party vendor to be able to commit code and get it pushed to the appropriate environments, instead of doing screen sharing to deploy updates.

#Level3 #Virtualization #Azure #Powershell #Octopus #Elastic #Linux #Ansible

DoMore! Soluções em Produtividade, São Paulo, Brazil   **2009 - 2015**
Senior Microsoft Infrastructure Engineer

- Planning, deploying, and managing medium to large SharePoint farms and applications for companies like Odebrecht, Vale, PWC, Pfizer, Carrefour and others.
- Administering internal and cloud infrastructure running several Microsoft solutions such as Hyper-V, AD, WSUS, IIS, SharePoint (2007,2010, 2013), Office 365, SQL Server, Visual Studio Team Services.
- Automating SharePoint Installation and web sites deployment trough PowerShell.

#SharePoint #WebDevelopment #Powershell

Atento Brasil, São Paulo, Brazil   **2006 - 2008**
Level 3 Server Support Engineer

- Performing 3rd level support to Windows environment with more than 10.000 users and 12 locations nationwide.
- Managing VMware ESXi and Microsoft network products (AD, DNS, DHCP, WSUS), Exchange Server 2007 cluster with BlackBerry Integration Services.
- Performing changes on environment through change requests and working on support tickets.

#Level3 #Windows #Virtualization

SSI Consultoria, São Paulo, Brazil   **2004 - 2006**
Server Administrator

- Managing a Windows network environment including Active Directory, DNS, DHCP, RRAS and File Services.
- Administering SQL Server together with Visual Source Safe.
- Managing Linux (Red Hat) Iptables Firewall, Web Proxy with Squid and reports with SARG.

#SysAdmin #Windows #Linux #Firewall #Proxy #SCM

Languages
- Portuguese – Native
- English - Fluent